

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 1 - Area 1 Agency on Aging HICAP

From: 07/01/2010 To: 06/30/2011

| Performance Measures (PM) and Benchmarks | | | | | | | | | |
|--|----------------------|----------------------------|--------------|-------------------------------------|---|--|---------------------------------------|---|--------|
| | PM 1.1 | PM 1.2 | PM 2.1 | PM 2.2 | PM 2.3 | PM 2.4 | PM 2.5 | PM 2.6 | PM 2.7 |
| | Clients Counseled | Public and Media Events | All Contacts | Persons Reached at PAM Events | Contacts w/ Medicare Beneficiaries Due to Disability | Contacts w/ Low Income Beneficiaries | Enrollment/ Assistance Contacts | Part D Enrollment/ Assistance Contacts | FTE |
| Current Results | 2,964 | 218 | 8,857 | 14,239,842 | 1,517 | 4,672 | 4,344 | 4,088 | 4.47 |
| CDA Established Benchmark | 1,583 | 60 | 6,321 | 2,407 | 310 | 505 | 2,872 | 1,390 | 1.45 |
| Needed to Reach Benchmark | -1,381 | -158 | -2,536 | -14,237,435 | -1,207 | -4,167 | -1,472 | -2,698 | -3.02 |
| % Above or Below Benchmark | 87.24 | 263.33 | 40.12 | 591,501.25 | 389.35 | 825.15 | 51.25 | 194.10 | 208.12 |
| Results for Same Time Last Year | 1,950 | 81 | 4,880 | 181,447 | 932 | 2,548 | 2,338 | 2,158 | 3.01 |
| | | | | | | | | | |
| Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice | | | | | | | | | |
| Current Attainment | | | 314.5 | 505,568.5 | 220.7 | 411.4 | 154.2 | 145.1 | |
| CMS Mimimum Attainment | | | 39.7 | 57.0 | 45.1 | 47.0 | 27.8 | 19.7 | |
| CMS Exemplary Attainment | | | 115.2 | 142.8 | 152.0 | 131.8 | 95.5 | 81.5 | |